

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: DIR

Vendor website: <http://www.dir.texas.gov/cts/ccts/Pages/about.aspx>

Service Area: Data

Category: Internet

Internet Service for State Agencies

Internet Service for State Agencies is a DIR provided service that connects State Agencies to the internet via DIR's secured Enterprise Network.

* This is a DIR billed service.

SERVICE DELIVERY SLA

Standard Installation Interval: 2 weeks

Disconnect: 2 weeks

Term Commitment: N/A

PERFORMANCE SLA

Service Level Agreements are being finalized.

CUSTOMER RESPONSIBILITY

Customer must provide:

- 1) Premise equipment (router)
- 2) Additional cost may be incurred if inside wiring or additional equipment is required.

Please contact your DIR service representative for specific design solutions.

DIR Internet Pricing

DIR Internet service is priced at **\$15.00 per Megabit**.
There is an additional DIR transport charge of **\$5 per Megabit**.

❖ Transport charge is applicable to CapNet customers only.

DIR Internet Service Geographic Availability

DIR Internet service is available to all State Agencies and eligible customers in the Austin area.